CHAPTER 14

REQUESTING SPECIAL SCHEDULING OF MAINFRAME COMPUTER RESOURCES

PURPOSE:

To establish the process required for requesting priority on computer jobs or special scheduling of mainframe computer resources outside normal service periods.

AUTHORITY:

Sections 20.23(4)(a) and 334.048(3), Florida Statutes (F.S.)

SCOPE:

This procedure applies to all personnel authorized to request special scheduling of the mainframe computer resources.

TRAINING:

No training is required.

FORMS:

No forms are required.

GENERAL:

Mainframe is a deprecated term that relates to a server that runs the z/OS operating system, now known as the zEnterprise Server. Since mainframe is a commonly understood term here at the Department, references to mainframe are still used in this document.

The ~~Information Management~~Business Systems Support Office (BSSO) and the Technology Services and Support Office (TSSO) ~~District Information Systems Offices~~, Office of Information Systems (OIS), provide standard mainframe computer system services to employees and other parties involved with the work of the Department.

These services include on-line real time transaction and batch processing of for computer application systems through the use of the Information Management Systems (IMS), the Customer Information Control System (CICS), and end user services available through the Time Sharing Options (TSO) environment, and connections from varies distributed mechanisms.

These services are available on a regular scheduled published by the Information Management Officehours of availability. Occasionally, business needs are such thatspecial requests are made to have these services need to be available beyond outside these normal scheduled time frames. In addition, the demand for critical business processes is sometime such that requests are also made that require certain computer jobs need to have a higher priority in order to expedite turnaround to accommodate critical needs.

This procedure addresses the process to request special mainframe resource availability and computer job priority. It also addresses special needs regarding software and hardware maintenance schedules that require dedicated mainframe resources.

14.1 SCHEDULING MAINFRAME RESOURCES BEYOND REGULARLY SCHEDULED HOURS

14.1.1 Requests for special scheduling of mainframe resources beyond the regularly scheduled hours must be sent by e-mail to BSSO's DBA Tech group (using the CO-DBAT Outlook distribution list or CO-DBAT@CO-DBAT Outlook distribution list or CO-DBAT@dot.state.fl.us) and will be processed by the District Information Systems Coordinator, District Information Systems Office (DISO), Office of Information Systems. The request must should be made at least 24 hours in advance of when the time variation is needed but. E critical business mergency situations will be considered taken into consideration for exceptions to the 24-hour requirement.

14.1.2 Central office users must submit their requests through their Ooffice Mmanager. District users must submit their requests through their Technology Services and SupportDdistrict Iinformation Ssystems Mmanager. The request can be made via a telephone call but a follow up e-mail must be sent to mainframe.scheduling@dot.state.fl.us to document the request and be processed by the District Information Systems Coordinator, District Information Systems Office, OIS.

14.2 REQUESTING PRIORITY ON COMPUTER JOBS

14.2.1 Requests for increasing the priority of mainframe jobs must be sent by e-mail to

BSSO's DBA Tech group (using the ~~CO-DBAT Outlook distribution list or CO-DBAT@~~CO-DBAT Outlook distribution list or CO-DBAT@dot.state.fl.us). This request must include the specific details of the job, approximate execution time of the job, and the business justification for higher priority.~~Central office users who require priority processing on computer jobs beyond the normal processing schedule must contact the District Information Systems Coordinator, District Information Systems Office, OIS. District users must submit their request through their district information systems manager.~~

14.2.2 ~~The District Information Systems Coordinator, District Information Systems Office, OIS, must be given the computer job number, approximate execution time, and reason for requesting priority. District Information Systems Coordinator, DISO,~~BSSO is responsible for making a determination of the impact of the request on other computer system ~~activity~~ resources and ~~forwarding~~ documenting in ~~an~~ e-mail ~~notification of~~ any ~~priority~~ conflicts ~~to the manager of the District Information Systems Office~~ (see ***Section 14.54***).

14.2.3 Priority processing should only be requested for jobs that are absolutely needed to meet special schedules or for critical business situations.

~~14.3~~ ~~SCHEDULED TIME FOR SOFTWARE AND HARDWARE MAINTENANCE~~

~~**14.3.1** The managers of the Information Management Office and the District Information Systems Office are responsible for establishing a weekly block of time for performing scheduled software and hardware maintenance. This time will be scheduled outside normal published hours of availability.~~

~~**14.3.2** Office of Information Systems personnel who need additional time or modified schedules must submit their request to the District Information Systems Coordinator, DISO, at mainframe.scheduling@dot.state.fl.us 24 hours in advance. Emergency situations will be considered for exception to the 24-hour requirement. The District Information Systems Coordinator, DISO, is responsible for providing e-mail notification of requests to the manager of the Information Management Office, OIS.~~

14.~~4~~3 NOTIFICATION OF RESCHEDULED COMPUTER AVAILABILITY

Changes to normal system availability will be posted as system broadcast messages under TSO, ~~IMS, CICS, and~~ Sup~~er~~session and the ~~w~~Web servers as practical. These messages appear when users "log on"~~, to any of the above-mentioned environments. The messages~~ will be ~~issued~~ posted as soon as the schedule change is approved~~to provide optimal warning~~ and will remain ~~on the system~~ until the schedule reverts back to

normal system availability. The BSSO Mmanager of the Information Management Office, OIS, is responsible for ensuring the issuance of the broadcast messages, and notifying the Chief Information Officer via e-mail of the change from the normal system availability, and later of the return to normal system availability.

14.54 SCHEDULING CONFLICTS

The manager of the District information Systems Office (DISO)BSSO's DBA Tech group is responsible for ensuring any conflicts with the scheduling of priority jobs or special system availability is resolved by the appropriate supervisory or management personnel in both the user office and the Office of Information Systems. Should the proper coordination ever fail to reach an acceptable solution, this group will coordinate with the BSSO Mmanager of the DISO is responsible for notifyingto notify the Chief Information Officer and the manager of the requesting user office via e-mail of the situation.